

**CITY OF AUBURN
TELECOMMUNICATIONS COMMISSION**

**Thursday, April 21, 2005
4:00 p.m. to 5:30 p.m.**

Meeting Minutes

1. ROLL CALL AND DETERMINATION OF A QUORUM

Glenn Tonkin, Mark McDonald, Scott Barrow, Theresa Schreidl and Al Stier were present. Meeting was called to order at 4:03 p.m.

2. AGENDA APPROVAL

Mark made the motion to approve as stated, seconded by Scott. Unanimously approved.

3. PUBLIC COMMENT

There was no public comment.

4. APPROVAL OF MINUTES

Review and approve of minutes for the regular meeting of March 10, 2005. Mark made motion to approve, seconded by Al. Minutes were unanimously approved.

5. BUSINESS

A. Starstream Communications

1. Status of system upgrade

Representative from Starstream Communications was not in attendance subsequently updates were based upon correspondence, field visits and citizen feedback. Scott and Al have conducted site visits in the Granite Bay Vista, Grand Oak and Sunrise Ridge areas of south Auburn. Discussion with citizens indicate that upgrade work has been completed in this area. Glenn relayed a citizen concern regarding little or no updates on nodal turn-up and impending schedule. Commission discussed improvements to include placement of a graphical nodal update (map) on Channel 19 and more interaction between commission members and Starstream field crews.

2. Discuss response letter

Glenn led discussion to review Starstream update letter dated March 18, 2005. Items included Starstream increasing Customer Service staff by 20%, high level overview of services (post upgrade) and construction timelines.

3. Limited basic service issues

Commission discussed impending removal of "Limited Basic Service" and effect on the citizens of Auburn. Removal of Limited Basic Service would result in a rate increase from \$8.81 to \$34.95 (basic package). Glenn fielded complaint from citizen who had been informed of impending removal of this basic service, expectation is that this citizen will cancel service if the rates increase significantly. Glenn has started dialogue with a FCC representative and been provided with a FCC Media Factsheet (guidelines). Commission to review these guidelines, and the FCC website, to determine course of action. Review of material will focus primarily on deregulation and competition clause as related to cable rates.

Commission members very concerned about the impact of this rate increase. Specifically, the commission will request details as to Starstreams communication plan and timelines associated with this communication. Commission members in agreement that an updated subscriber count is needed. This will allow for the city

to adequately understand the impact and prepare for incoming concerns.

Removal of Basic Service and associated impact assessment to be discussed with Bob Richardson.

B. City

1. Starstream payment receipts and subscriber count data

Glenn provided PEG payment receipts, commission reviewed. Receipts to be provided to Marilyn so that commission can review on a regular basis. Again, will request current subscriber counts to ensure consistency.

2. Discuss options for handling future subscriber questions and complaints

Commission members discussed establishment of an enhanced customer service project to include a special voicemail box (menu driven) and auto attended email response. First step is to determine PBX and email server functionality. Glenn and Scott to possibly meet with Bob Richardson in order to identify local engineering contact and feasibility plan.

Success of this citizen focused endeavor is contingent upon consistent, interactive dialogue with Starstream to understand key items / issues.

C. ACTV Update

Mark to verify digital cable guide info on channels 19, 20 and 21. Verification being performed to ensure that channel info coincides with guide labeling. Glenn noted that Paul Towne and Taylor McDonald are leaving ACTV. Candidate interviews have been completed with six interviews for Paul's position and three interviews for Taylor's position having been completed.

Commission will request / research differences between business and residential subscribers as associated with PEG fees. Members to review franchise agreement to uncover any additional information.

Glenn noted that ACTV is on budget and that additional equipment has been purchased to aid in archiving programs.

Glenn noted that ACTV board seats are still open.

6. CORRESPONDENCE

No correspondence received.

7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS

Scott Barrow possibly relocating out of state. Expect definitive information before next regular meeting.

8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING

Next proposed meeting – May 19, 2005 - Time: 4:00 pm

9. ADJOURNMENT

Meeting was adjourned at 5:35 pm